

## **CITY OF HAYWARD**

### **PUBLIC SAFETY INFORMATION SYSTEMS MANAGER**

#### **DEFINITION**

Under general direction manages, administers, and supervises the combined Police and Fire information systems operation.

#### **DISTINGUISHING CHARACTERISTICS**

This civilian position manages a combined police and fire emergency response system and the two departments' management information systems. The position is responsible for liaison with command staff from Police and Fire assuring that the needs of both departments are met. Operationally and administratively this position reports to designated command staff.

#### **SUPERVISION RECEIVED AND EXERCISED**

Under general direction of designated command staff the incumbent provides direct and indirect supervision to assigned technical and operations staff

#### **ESSENTIAL DUTIES**

Duties may include, but are not limited to, the following:

1. Administers and coordinates the operation, security and maintenance of computer systems ensuring consistency and compatibility with other City systems.
2. Develop, administer and maintain various automated systems including telephones, emergency 911, radio, Mobile Data Terminals (MDT) and computers.
3. Manages the Public Safety Computer Aided Dispatch System (CAD), Records Management System, other specialized public safety computer applications and associated hardware.
4. Meets with management and other customers to determine user information needs in order to develop computer systems and software products.
5. Prepare and present reports in areas of responsibility.
6. Develop and maintain procedural manuals, training programs, computer documentation and records.

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ESSENTIAL DUTIES (continued)

7. Provide direction in trouble shooting of software/hardware or related equipment and may perform corrective action as needed.
8. Develop and coordinate emergency plans for the public safety automated systems in the event of civil or natural disasters.
9. Prepare and administer annual Public Safety Information System Unit budget.
10. Administer the public safety information systems vendor contracts.
11. Evaluate current operational procedures, research and recommend enhancements or changes to existing systems and software.
12. Monitor day-to-day computer operations, analyzes, recommend corrective action or performs correction to resolve hardware, equipment, operational or service problems.
13. Respond during off-duty hours to emergency situations, which may arise in CAD or the records management system and performs correction action as needed, including equipment or hardware troubleshooting.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

Knowledge, Abilities, and Skills

- A. Knowledge of principles, procedures, and equipment involved in the operation of public safety information systems.
- B. Knowledge of computerized records systems.
- C. Ability to work within Federal Communications Commission rules and regulations covering the operation of radio frequency channels.
- D. Ability to analyze problems, identify alternatives and to formulate and implement recommendations.
- E. Ability to remain calm in emergencies and think and act quickly while exercising good judgment.
- F. Ability to plan, organize and review the work of subordinates.

Knowledge, Abilities, and Skills (continued)

- G. Ability to select, supervise, train, evaluate and discipline subordinates.
- H. Ability to develop and maintain sophisticated computerized record system and associated hardware and/or equipment.
- I. Ability to develop and administer effective budgets and control methods.
- J. Ability to communicate clearly and concisely orally and in writing.
- K. Ability to establish and maintain cooperative working relationships with those contacted in the course of work.

**EXPERIENCE AND EDUCATION**

Any combination equivalent to experience and education that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of progressively responsible experience in the areas of computerized records management and management information systems.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major emphasis in Computer Science, Systems Management, Public Safety, Public Administration or closely related field.

**SPECIAL REQUIREMENTS**

Essential duties require the following physical abilities and work environment: Working in a normal office environment plus occasional kneeling, crouching, stooping, squatting, crawling, climbing and lifting up to twenty-five (25) pounds in the process of trouble shooting system problems as well as working in a confining work space.

**PROBATIONARY PERIOD:** One year

708CS89

April 1990

Revised September 2001

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt

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